

CHARTER OF SERVICES

Hall of Residence Isaac Newton

via Mario Borsa, 25
20151 - Milano

POLITECNICO
MILANO 1863

CHARTER OF SERVICES

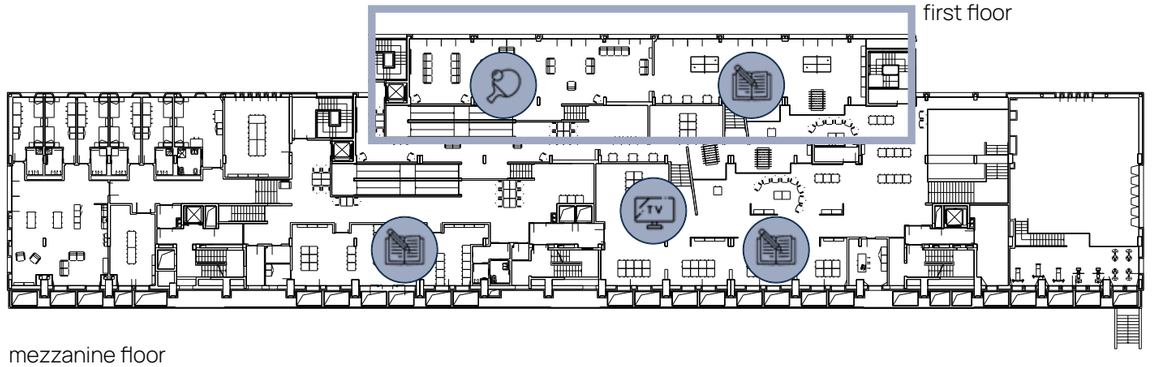
RECEPTION

The service is available 24 hours a day, 7 days a week; to contact the reception desk dial **02 2399 5300.**

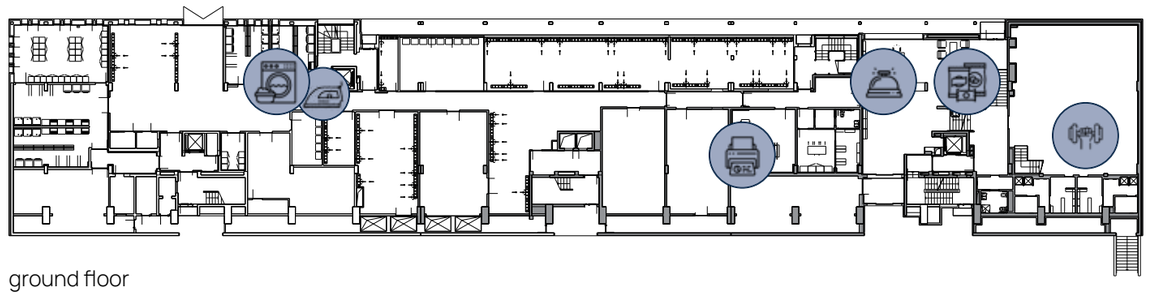
You can contact the Reception:
- to receive information on the services offered by the hall of residence;
- to collect mail/packages for guests of the hall of residence;
- to receive external visitors, whose names must be entered in the visitors' register;
- to receive support for reporting faults or requiring maintenance via the University trouble ticketing system;
- to promptly report situations of risk, whether of a hygienic or sanitary nature or related to light, water and gas installations;
- to take or return the keys of areas or materials of the hall of residence to their authorised custodian;
- to report any absence longer than 48 hours by completing the appropriate register.

The Residence Managers of the hall of residence, **Giuseppina Mancuso** and **Sara Monzardo**, coordinate with the reference persons of all the activities carried out in the hall of residence and ensures that guests comply with the Politecnico di Milano University Halls of Residence Regulations; they are available to guests from Monday to Friday (excluding holidays), 09:00-17:00.

To meet them, it is recommended to contact them in advance by e-mail at **giuseppina.mancuso@polimi.it** and **sara.monzardo@polimi.it**



mezzanine floor



ground floor

ACCOMODATION CLEANING

Each accommodation is thoroughly cleaned at each guest change.
During the guest's stay:
- Rooms are cleaned and sanitised twice a month;
- Studio flats, including a kitchenette and a bathroom, are cleaned twice a month;
- The communal kitchens are cleaned on a daily basis, 7 days a week.

The accommodation cleaning schedule in notified in advance to guests and is posted on the notice board in the reception hall. Cleaning is carried out from Mondays to Fridays, excluding holidays.

For daily cleaning of the accommodations, guests may request the shared vacuum cleaner at the reception.

LAUNDRY

The laundry room is open all times and is equipped with washing machines and dryers (max load: 10 kg), available for use for a fee via a dedicated App. Each washing or drying cycle costs 2,44 €. The laundrys are equipped with dryiung racks and ironing boards.

Shared irons are available to guests upon requested at the reception.

LINEN

Linens (room and bathroom) are responsibility of guests.

The equipment provided to each guest consists of mattress cover, pillow case, coverlet and blanket for the winter months.

PERSONAL BICYCLE STORAGE

Guests may use the bicycle storage service after completing the appropriate form at the reception. Stored bicycles must have a label indicating the guest's first and last name and room number. A basic repair kit is also available upon request at the reception.

PRINTER

A multifunctional printer is available at the reception, for free use; paper must be provided by the user. It is possible to purchase a ream of paper (not single sheets), apon request to the Direction.

WI-FI INTERNET

Access to the hall of residence's Wi-Fi network is free of charge. Regulations and connection information are available here:

COMMUNAL KITCHENS

The kitchens are equipped with with electrical appliances and induction coockers. Utensils, cookware and crockery are not provided, so guests are required to bring their own set suitable for induction cooking and microwave use. Each guest is assigned one refrigerator shelf and one freezer shelf in the shared refrigerators, as well as a lockable cabinet. Some small appliances, such as an immersion blender, blender, food chopper, and rice cooker, are available for shared use upon request at the reception. Small household appliances (with CE mark) can be brought into the hall of residence only after requesting and obtaining authorisation from the Residence Director. The electrical sockets in the hall of residence are F-type (Schuko) and L-type, with a voltage of 220 V.

GYM

You can use the gym every day, 24 hours a day: to access it, you must go to the reception desk to collect the gym keys, which you must then return. While in the gym, guests are required to carefully follow the rules for using the gym, which are affixed at the gym entrance. To use the gym you must fill in the sports activity form available at the reception desk.

MUSIC ROOM

A guitar is available in the music room. To access the music room you must request the key at the reception desk.

GAME ROOM

An extensive assortment of board games is available in the games room.

TV ROOM

The hall of residence TV is connected to Netflix and Disney+ accounts. Streaming platforms may be used freely by guests, in compliance with the following rules:
- it is forbidden to modify credentials (user names, passwords) or any data in the 'Settings' section;
- it is forbidden to attempt to obtain the credentials and data mentioned above or to link them to devices other than the designated smar TVs (e.g. smartphones, PCs, tablets or TVs, personal or of a hall of residences);
- it is forbidden to log out the communal accounts available on the TVs or use private/personal accounts;
- it is forbidden to make any type of purchase through the accounts linked to the smart TVs.

OTHER SERVICES

ON DEMAND SERVICES

In addition to those listed above, a number of additional services are available to guests for a fee.
They are to be requested from the director by e-mail, agreeing the time and method of intervention. Prices are VAT included.

Paid Service	Price
'On demand' ordinary room cleaning	7,00 €
Ordinary cleaning of the en-suite bathroom	5,00 €
Ordinary cleaning of kitchens attached to rooms	8,00 €
'On demand' extraordinary room cleaning	10,00 €
Extraordinary cleaning of en-suite bathroom	7,00 €
Handling of objects less than 25 kg in weight	15,00 €/h
Single mattress change	110,00 €
Pillow change	21,00 €
Change of single metal spring/slat bed base	70,00 €
Toilet paper roll	0,40 €
A4 paper ream	4,25 €
A3 paper ream	8,50 €

FAULTS AND REPORTS

Guests can report faults/malfunctions/ service disruptions to the hall of residence management office via the trouble ticketing system of the Politecnico di Milano, which is available in the Polimi APP.

When opening a trouble ticket, you are required to specify the room interested; this can be selected:

manually, by entering the room code shown on the label affixed in the room;

by selecting the room on the map, after following the path:

› Scegli spazio (› Choose space)

› Polo / Sede / Campus / Edifcio / Piano / vano (› Campus / Building / Floor / Room)

Once the room selected, describe the problem and, if possible, attach explanatory photos.



EVENTS

Each year, the Housing & Dining Unit organises and proposes a programme of events for guests of the halls of residence.
To subscribe and receive updates on upcoming events please visit the news section of the website:
www.residenze.polimi.it/en/blog/

NOTICE BOARD AND REGULATIONS

On the notice board at the reception desk you can find information on the services provided, notices and information on initiatives and events reserved for the guests of the hall of residence.
Throughout your stay in the hall of residence, you are required to comply with the regulations of the halls of residence, which is available at:
www.residenze.polimi.it/en/